

**CODE: 1401
FLSA: EXEMPT
GRADE: 43**

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: DIRECTOR OF ADMINISTRATIVE SERVICES
ADMINISTRATIVE SERVICES DEPARTMENT**

GENERAL STATEMENT OF JOB

Under limited supervision, performs highly responsible professional, administrative, and managerial work with assisting the Town Manager with the management of town functions and directing the Town's human resource, budget, and risk management programs. Work involves handling the responsibility for directing and supervising all personnel management programs including risk management, retirement, benefit, and insurance plans; planning, organizing, and preparing the annual budget; and as well as the performance of a wide variety of administrative duties and special projects for the Town Manager. Employee must be able to exercise proper judgment when handling personnel issues such as hiring and terminating employees; resolving disputes between employees and supervisors; ensuring compliance with numerous laws, rules, requirements, and policies related to government administrative and personnel issues; and ensuring the integrity of the annual budget. Reports to the Town Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Manages the personnel system for all Town employees (employment, compensations, Employee Assistance Program, grievances).

Designs, implements, procures, and manages risk management programs (health, property, casualty, workers compensation, and liability lines); serves as Safety Officer.

Assists departments in the preparation of their budgets; views, adjusts, and corrects budget requests; compiles budget documents for presentation to Council; processes to GFOA the Town's annual application for the Distinguish Budget Presentation Award.

Responds to service requests and inquires from the Town Council, employees, Board and Commission members, and members of the public; responds to Freedom of Information Act requests.

DIRECTOR OF ADMINISTRATIVE SERVICES

Designs, implements, and manages the benefit programs for Town employees; oversees various committees (safety, wellness, and suggestion).

Manages and administers defined benefit and defined contribution retirement programs; prepares amendments to plan documents plus manage vendor contract; determines retirement benefits for members and processes related applications; serves as member of the Administrative Retirement committee.

Manages the Town's telecommunication/telephone mail systems; handling the responsibility for both local and long distance TELCO operations servicing Town facilities.

Administers the Town's wellness program.

Prepares and reviews policy documents and administrative regulations; prepares amendments to Town Code; edits various manuals and regulations.

Prepares special reports; compiles data; researches projects; provides recommendations to Town Manager, Town Council, and various boards.

Develops, administers, and presents the Town's training and diversity programs.

Completes and files Commonwealth and Federal government mandated reports and documents while directing appropriate actions to ensure the Town's compliance with reports.

Serves as the Town's representative to the Northern Virginia Cigarette Tax Board.

Develops, implements, and expands the use of the Town's website; adds functionality where appropriate.

Receives and/or reviews various records and reports such as applications, papers, and forms containing personal information of employees, applicants, and retirees; budget data (financial and supporting documents); insurance report and claims for damages; Notices of Federal/Commonwealth laws or regulatory changes; and receipt of lawsuits and other legal claims against the Town such as EEOC complaints, etc.

Prepares and/or processes various records and reports such as employee evaluations and personnel action forms for all Town employees with salary and wage adjustments; contracts and bids; employee complaints and informal grievances; annual budget; and employment applications.

Refers to Federal and Virginia laws; Town Administrative and Purchasing regulations, Town Code, manuals; Retirement Plan documents; insurance plan documents and policies; contracts and agreements; policy and procedure manuals; codes / laws / regulations; publications and reference texts, etc.

Operates a variety of equipment such as copier, calculator, digital camera, personal computer, laptop, printer, telephone, etc.

Uses a variety of tools such as equipment and training materials, calculator, etc.; a variety of supplies such as office supplies, telephone supplies, gift certificates/prizes, AED supplies, etc; and a variety of computer software such as Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft

DIRECTOR OF ADMINISTRATIVE SERVICES

Publisher, Microsoft Outlook, Pentamation, Department of Motor Vehicles (Maryland and Virginia), LC Win, HiPath Manager, Phonemail, WinTrak, etc.

Interacts and communicates with various groups and individuals such as the Town Manager, Town employees, department heads, supervisors, Mayor and Council, Boards and Commissions, Virginia/Federal/local governmental agencies, vendors and contractors, and the general public.

ADDITIONAL JOB FUNCTIONS

Assists members of the public and other walk-in traffic; answers the telephone.

Purchases and oversees installation of interior and exterior Holiday decorations in the Town Hall.

Designs brochures and flyers for various events.

Shops for food, prizes, gifts, and etc. for various employee and Town events.

Prepares retirement proclamations for the Mayor.

Schedules shoe mobile to visit twice yearly issuing of shoes to employees.

Researches annually and distributes IRS mileage reimbursement rates.

Performs general administrative work, including but not limited to attending and conducting meetings, reviewing mail and literature, compiling data for reports, preparing reports and correspondence, entering computer data, etc.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree plus two additional years in personnel management, business or public administration, human service field, or closely related field supplemented by six to nine years of progressively responsible experience in public personnel administration and management; or any equivalent combination of education, training, and experience which provides the required skills, knowledge, and abilities. IPMA-CP International Personnel Management Association certification, certified Safety Trainer – National Safety Council, and Notary Public – State of Virginia preferred. A Master's degree is preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including common office machines, such as computers, typewriters, copiers, facsimile machines, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light work usually requires walking or standing to a significant degree.

DIRECTOR OF ADMINISTRATIVE SERVICES

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments, or directions to subordinates and/or assistants, and receiving instructions, assignments, or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, letters and memos, etc. Requires the ability to prepare correspondence, reports, forms, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including insurance, personnel, and governmental terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to utilize decimals and percentages; and to utilize descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing work under some level of stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

DIRECTOR OF ADMINISTRATIVE SERVICES

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Administrative Services Department as they pertain to the performance of duties of the Director of Administrative Services. Has knowledge of the organization of the Town and of related departments and agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the principles, procedures, and practices of public personnel administration. Has thorough knowledge of overseeing, coordinating, and administering various personnel programs including employee benefits, affirmative action, group health and workers compensation insurance, and unemployment compensation, etc.; and serving as liaison to outside agencies and service vendors connected to such programs. Has thorough knowledge of Federal, State and local laws, rules and regulations governing personnel administration. Has thorough knowledge of the policies, procedures, methods, and practices of filing insurance and worker's compensation claims. Has thorough knowledge of the Town's organization and operational policies and procedures. Has considerable knowledge of personnel and management principles, practices, and techniques as they relate to the administration of manpower resources and planning, position management, staff development and training, policy development and administration, employee relations, and related personnel and management functions and services. Has considerable knowledge of the current literature, trends, and developments in the field of Town personnel administration. Has general knowledge of administrative, managerial, and supervisory practices and techniques involved in directing personnel management programs and services. Is able to operate a variety of office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs. Is able to provide leadership and to supervise the planning, development, and establishment of new, modified and/or improved personnel programs, services and activities. Is able to organize and supervise effective personnel management programs and services, and to promote personnel management practices as a part of the total management process. Is able to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to effectively express ideas orally and in writing. Is able to make oral presentations before large groups of people. Is able to work with a variety of officials at different levels of government under differing managerial controls and at different physical locations. Is able to exercise tact and courtesy in frequent contact with employees, outside service vendors or agency representatives, and the general public. Is able to exercise tact and discretion in handling confidential personnel matters. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

DIRECTOR OF ADMINISTRATIVE SERVICES

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of it. Questions such instruction and direction when clarifications of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

DIRECTOR OF ADMINISTRATIVE SERVICES

Staffing: Works with other Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the Town. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of Town goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and Town. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance it.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.